

MINUTES OF  
THE BOARD OF GOVERNORS OF THE  
MILFORD AREA COMMUNICATIONS CENTER (MACC)  
January 21, 2026

**PRESENT:** Craig Frye, BOG Chairman, Town of Milford  
Aaron Daigneault, BOG Vice Chair, Town of Mont Vernon  
John Frechette, BOG Member, Town of Wilton  
Ray Anderson, MACC Director

**1. Call to Order:** C. Frye called the MACC Board of Governors meeting to order at 10:01 a.m. with C. Frye of Milford, J. Frechette of Wilton, A. Daigneault of Mont Vernon and Director Anderson of MACC.

**2. APPROVAL OF MINUTES:** C. Frye indicate the approval of December 17, 2025 minutes is the first item today. J. Frechette indicated he had a couple of minor changes as well as edits by C. Frye. J. Frechette moved to approve the minutes of the MACC BOG meeting of December 17, 2025 as amended; A. Daigneault seconded. J. Frechette of Wilton, A. Daigneault of Mont Vernon and C. Frye of Milford were all in favor. Motion passed.

**3. UPDATES FROM DIRECTOR:** R: Anderson provided account registers to members for surplus savings, payroll checking, general business checking, and the 2025 year end expense report. A. Daigneault asked about some formatting on the report which will be corrected by the next meeting. The CY2025 financial audit is being conducted today and they will point out any discrepancies.

R. Anderson explained they are under construction in the office and almost done. Painting is underway, conference table and chairs were delivered The financial review is underway today (January 21). One item Ray wanted to point out to members was the full-time payroll expenditure is over expended in 2025 as there were 53 pay periods not 52, this was due to the New Years holiday falling on payday, making Dec 31, 2025, the 53<sup>rd</sup> payday of 2025. A. Daigneault asked about the part time budget, has that been addressed? R. Anderson said yes in the 2026 budget it was brought down a significant amount to accommodate the additional planned full-time position. A question was asked of the Director where or how he plans to advertise the new job and it was explained that any positions are posted on Indeed and Facebook and believe it or not, most responses come from seeing our posting on Facebook. A. Daigneault said he could also share it on the MVPD page once positions are posted.

Ray explained the telephone project has hit a bump, and additional planning time will be needed to execute things properly. Just before Ray started, the phone system was replaced (about 2021). The current system that MACC is running is only supported by software and all hardware support responsibilities have been sold off. The vendor that installed that phone system had never reached out to Ray, and reported they had been bought out by another entity that continues to support the software only that is in the system; if there is a software failure or issue they can support MACC; if there is an equipment failure they tell MACC they would need new equipment. This is an issue with the system itself. The overall scope of the phone replacement project will also bring new handsets at some point. There are a lot of moving pieces, but the project is not off the table, it just may take a little longer than anticipated. The work will be planned in such a way that Phase 1 will consist of the current equipment we have getting the updates it needs to be able to expand to the way we want before the end of the year; Phase 2-work will be with Consolidated to turn our copper lines into VOIP lines; Phase 3-will be to negotiate out of the Consolidated contracts with a new vendor and phase 4 will be transfer over to the new vendor for management and service. J. Frechette said that there was some wiggle room anticipated, will that cost be covered? R. Anderson said we should be good because there will eventually be cost savings from Consolidated. Another thing being considered when going through 2026 might be to buy out of the Consolidated contracts at the end of the year, but we will see where this goes. R. Anderson indicated that we must be sure to do all of the things that are needed in an appropriate order to keep the telephones going toward the next phase and make sure the telephones keep operating through this project.

J. Frechette asked if that technology is old technology? R. Anderson responded that the existing phone system that was installed in 2021 and at that time had the opportunity to operate in both capacities (VOI and Analog) but oversight with that project did not get followed up on so it put a speed bump in the way for us in 2026. A. Daigneault said that wasn't that long ago, to which R. Anderson agreed. That is the update on the phone project, it is still moving forward, he is not too concerned about it, but we do need to stay in the correct order.

59  
60 C. Frye announced the CDS grant was awarded in the amount of \$1-million dollars to Milford and MACC. On  
61 Monday evening C. Frye and Director Anderson will present it to the Milford Board of Selectmen for their  
62 continue support and will eventually need their approval process to accept the funds. The \$1-million has not yet  
63 been received, it needs to go through the proper channels and then we start executing contracts once monies are  
64 in hand. Now that we have it, there are a lot of details to be taken care of such as verifying costs from one year  
65 ago (license costs), we had asked for \$1.6 million and received \$1 million so we will need to review things to  
66 continue to make this project a benefit for all. Before we sign any contracts, we need to go through line by line  
67 for each town and Ray needs to go through and finalize what we actually have, what we need and what has changed  
68 in terms of pricing. We are told that the \$1 million will cover it, we are waiting on updated documentation from  
69 the vendor. A. Daigneault asked, "it will just not be paid for for as many years as we originally thought" To which  
70 Director Anderson agreed but wanted to speak with the vendor and confirm all the data before providing an official  
71 hard answer on the questions.

72  
73 C. Frye continued that the two other towns know about this and we just need to figure it out; the good news is the  
74 \$1 million will cover the procurement of the system and it will give us a couple of years without having to worry  
75 about payments. Without going into a deep dive today, the good news is that we have it and we are going forward  
76 to changing to ProSuite. We will all see it and will all benefit from it; it is a good system Craig and Ray have  
77 seen the system live Department that was observed are all eager to help. This is a positive step, and it is a big step  
78 to actually get this grant, it saves a million dollars. C. Frye is happy we received it; Ray did a good job getting all  
79 the figures together since Craig did not have the time to work on that, Ray did that.

80  
81 Just to remind everybody Ray explained: Year 1 is the big year (Procurement/cost of data conversion to get on  
82 the new platform). Ray continued that the consortium: Hollis Communications (services Hollis, Brookline and  
83 Mason); MACC Base (services Milford, Mont Vernon, Wilton, Lyndeborough, Greenfield); and Amherst, so with  
84 those communication centers, we service 9 communities in the area. Year 1 cost for the consortium is \$710,000;  
85 Year 2 is software cost is just over \$275,000, these are the numbers prepared last December/January to submit the  
86 grant; that brings the year 1 and 2 total to \$986,000 so the grant covers Year 1 and 2. If the project were to be  
87 done individually by each communications center the total estimated project cost for Years 1-4, it would have a  
88 cost of \$2,910,984 for each of the communication centers. By creating the consortium, it saves the costs for each  
89 center of about \$1 million each. R. Anderson is ecstatic that we received \$1 million for this project. This grant  
90 lets MACC Base get the system and use of the system, we don't have as much time to plan as we were hoping,  
91 but we will work with what we have and make it happen.

92  
93 J. Frechette understands that the Hillsborough County Sheriff's Office Dispatch applied for the grant but was  
94 denied, so their consortium failed and they will have to foot the cost so MACC Base is ahead of the game. R.  
95 Anderson indicated that as of today, they are threatening to shut the government down in nine days, so let's hope  
96 we get the \$1 million before any of that happens. C. Frye noted that he and Ray worked hard on the grant  
97 application and the other members and towns supported them so this will be good for the region. J. Frechette noted  
98 that eventually the current IMC system will not be supported and all the towns will have to make a change. R.  
99 Anderson agreed, it is going to happen, they just cannot disclose when it will happen. The costs of maintaining  
100 IMC are going up and as agencies move away from it those costs will continue to rise and eventually it will be to  
101 costly for the vendor to maintain.

102  
103 Aaron Daigneault said he knows his Board will ask what the costs will be going forward. R. Anderson said those  
104 figures are in the spreadsheet and C. Frye added that the MACC towns are in a little bit different situation, our  
105 rates are going to go up but it's going to be here at MACC and will automatically be in our the default budgets  
106 the same as the existing IMC agreements are today. Likewise, R. Anderson said the maintenance agreements will  
107 also be in there as well as the other MACC Base towns. A. Daigneault said they will just want to know the costs.  
108 Once the numbers are finalized, C. Frye said we will have those numbers and at that point, Ray will meet with  
109 each of the Boards of Selectmen with those numbers and meet with the other Communication Centers to be a  
110 united front for any questions on the new system that the entire region wants. C. Frye said this is a good plan. A.  
111 Daigneault said they may have sticker shock for the first year. R. Anderson responded that he visited all of the  
112 Boards and explained it to them before the grant was applied for. C. Frye said the sticker shock will be after the  
113 equipment is in place, around the fifth year when the costs actually kick in but those number will still be less. As  
114 a refresher, Ray reviewed that Milford's IMC costs are about \$23,000 per year for maintenance, for Year 1  
115 ProSuite year one is \$28,000 and by year 3 the maintenance costs are just over \$31,000, where the IMC  
116 maintenance will be \$27,000 so the difference is not that much. In the long run, C. Frye said this will not cost

much more money but will be a better product, technology is not cheap, but the grant will make a huge difference in the overall cost to the towns.

R. Anderson indicated that eventually, there will be a lot of redundancies. With the consortium, Ray explained the dispatch centers can back each other up in the case of a catastrophe, the other dispatch centers can utilize MACC Base, or MACC can better utilize them to operate. It will also allow personnel to take over for other dispatch centers which would all be done seamlessly. R. Anderson said he always estimated 14 months to implement this system, so by late 2027 it should be online.

**4. OLD BUSINESS:** R. Anderson had nothing to report.

**5. NEW BUSINESS:** C. Frye asked if members would like to keep the Board positions as they have been? J. Frechette moved to keep the Board positions as they have been. A. Daignault seconded. J. Frechette of Wilton, A. Daignault of Mont Vernon and C. Frye of Milford were all in favor. Motion passed.

**6. TOWN REPORTS, UPDATES & PLANNING:**

**Milford** – C. Frye indicated Federal Hill is still being worked on.

**Mont Vernon** – nothing to report.

**Wilton** – nothing to report

**Lyndeborough** – nothing to report

**Greenfield** – not present

**7. ITEMS NOT ON THE AGENDA:** There were no additional items to discuss.

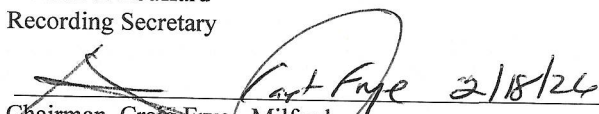
**8. PUBLIC COMMENTS:** There were no public comments.

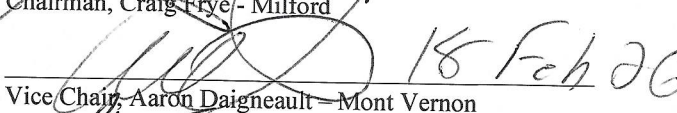
**9. ANNOUNCEMENTS:** The next BOG meeting is February 18, 2026 at 10:00 am in the Director’s office, 4<sup>th</sup> floor, to use the new conference table since the BOS meeting room was not available. The March meeting will be March 18, 2026 at 10 am in the BOS meeting room. There was no need for a non-public session this evening.

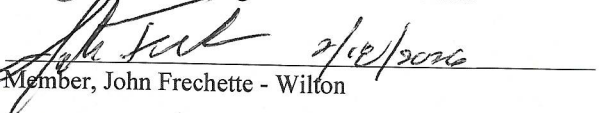
**10. ADJOURNMENT:** J. Frechette moved to adjourn the meeting at 10:35 a.m. A. Daignault seconded. A. Daignault Mont Vernon in favor; J. Frechette Wilton in favor; C. Frye Milford in favor. Motion passed.

Respectfully Submitted,

Darlene J. Bouffard  
Recording Secretary

  
Chairman, Craig Frye - Milford

  
Vice Chair, Aaron Daignault - Mont Vernon

  
Member, John Frechette - Wilton

THE MINUTES OF THE 10/8/2025 BOG WORK SESSION WERE APPROVED

